

ITWorx Develops the Application Availability Assurance Service to Ensure Ultimate Support of UTC e-Business Platform



Country:

United States

Industry:

Industrial and Manufacturing

Customer:

United Technologies Corporation (UTC)

Executive Summary

UTC is one of the world's leading high-tech companies. UTC corporate headquarters has made multi-million dollar strategic investments in e-business applications which have produced a valuable technology platform consisting of dozens of key systems and hundreds of applications. UTC needed a service and support structure to ensure the high availability of its business-critical systems and applications. ITWorx proactively delivered the Application Availability Assurance (AAA) support service designed to protect UTC technology platform investments, assure their availability, and extend their useful lifetime.

The Customer

United Technologies Corporation (UTC) is one of the world's leading high-tech companies with a long history of pioneering innovation in aerospace, aviation, helicopter design, climate control, elevator design and hydrogen fuel cells. UTC is composed of a number of major business units - Pratt & Whitney aircraft engines, Carrier heating and air-conditioning systems, Otis elevators and escalators, Hamilton Sundstrand aerospace and industrial systems, Sikorsky Helicopters, UTC Power, and UTC Fire and Security. UTC employs over 225,600 people, operates in more than 180 different countries and is the 42nd largest U.S. Corporation. In 2007, UTC revenues were in excess of \$54.8 billion.

The Challenge

UTC corporate headquarters has made multi-million dollar strategic investments in e-business applications, which have created a rich technology platform. As this platform continues to appreciate in value, grow in scope, and expand in reach, the model of fixing a system when something was down was no longer realistic for maintaining 100 percent application availability.

UTC needed to plant a service and support structure that ensures high availability of its business-critical systems and applications. Only a dedicated support service provider, with a thorough understanding of its business units infrastructure and main system applications, would be able to address the complex and advanced matrix of UTC technologies and platforms.

As a UTC preferred IT services supplier, ITWorx has been working with different UTC business units since 1995. ITWorx has been therefore extremely attuned to the specific support services needs of UTC. ITWorx recognized the fundamental necessity of an expansive service and support model that would encompass all of UTC diverse technology investments – not just the applications ITWorx had developed.

Technologies and Software

- Microsoft CRM for Ticketing and SLA management
- Webex for remote debugging
- VoIP for communication
- Plumtree – Portal 5.0.4
- Plumtree – Collaboration 4.0.2
- Netegrity SiteMinder 5.5
- Process Manager 6.0
- ASP.NET 1.0 and 1.1
- ASP
- JSP
- Oracle 9i
- SQL Server 2000

The Solution

ITWorx has proactively developed and designed the Application Availability Assurance (AAA) support service based on a service level agreement (SLA) to assure maximum availability for all UTC applications under maintenance, and to protect its technology platform investments through the use of proper, methodical maintenance that will extend the applications lifetime.

The AAA service performs real-time automatic and engineer-driven health monitoring for applications, enabling preventive maintenance activities rather than waiting for something to break. While proactive support fixes most problems before they can cause service interruption, ITWorx also provides reactive support that develops fixes to get services back online immediately while the permanent fix is being developed.

ITWorx AAA service delivers support via a live customer service line available 24/7 as well as a support portal where UTC can report problems for quick repair, providing both phone and email support services to answer questions, address concerns, and fulfill ad-hoc queries.

Severity	ID	Title	Status	Created On
Sev 2	47	Deleted Reprting Entity recovery	In Progress	10/3/2005 9:38:45 AM
Sev 2	82	Ticket Number (CAS-1245485) OPS updates	In Progress	3/17/2006 2:22:36 PM
Sev 2	83	Ticket Number (CAS-1245486) OPS updates	In Progress	3/17/2006 2:26:03 PM
Sev 2	84	Ticket Number (CAS-1245487) Correcting name on the main page of OPS	In Progress	3/20/2006 1:10:31 PM
Sev 2	85	Ticket Number (CAS-1245488) Request to update the webcast page	In Progress	3/20/2006 1:15:01 PM
Sev 2	86	Ticket Number (CAS-1245489) Request to update the utc faces page and	In Progress	3/20/2006 1:18:33 PM

The Benefits

Assuring maximum availability for all applications under maintenance via combined onsite and offshore support model on 24/7 basis

ITWorx AAA support service combines both onsite and offshore support models for maximum support and cost-effectiveness. ITWorx provides an onsite point of contact at UTC, continuous online monitoring of applications, and synchronization between the offshore maintenance team and onsite IT operational support teams for all issues via hotline, email, and portal; guaranteeing 24/7 support.

Protecting UTC investment through the use of proper, methodical maintenance that will extend the application lifetime

To protect UTC investments, ITWorx AAA service builds application knowledge into the maintenance system, enabling the team to identify key health indicators for applications. These health indicators provide the standard when performing the regular maintenance of each application, which ensures maximum system performance and extends the lifetime of all applications.

Performing real-time automatic and engineer-driven application health monitoring, enabling preventive maintenance activities

With AAA, all applications undergo real-time health monitoring and offline log analysis to identify possible signs of trouble ahead of time and fix problems before they materialize. This is done on regular basis for all applications.

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